

SAP Display Organization structure (77344 / 2015)

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Incident Administration

Classification

Message **77344 / 2015**
 created 29.01.2015 - 14:24:20 CET
Reporter A.W. Gijzen
Customer Akzo Nobel Sourcing B.V. (22884)
Last change 24.02.2015 - 11:02:00 CET by A.W. Gijzen
Status **Customer Action**
 Automatic closing of message on 17.03.2015
Language English
Component BC-FES-WGU
Priority
 Business operations are seriously threatened and urgent tasks cannot be executed.
 To send a High message to SAP the Affected System must be production or the imminent go live/upgrade is jeopardized. If a go-live/upgrade is jeopardized, enter a Go-live/Upgrade date in the Business Impact section.
 Please complete the "Business Impact" section below and allow remote system access for immediate and faster support by SAP

Affected System

System ID / Name ES1 / ES1(ALKN1651) - SRM Sandbox System
Installation No. / Name 0020106693 / mySAP EBp install .
System Type
Product Version SAP SRM 7.0 / NW7.01
Operating System NT/INTEL
Database MSSQLSRV 9.0.3042
Technical Usage Type No technical usage types available
Changed on 16.02.2015 by SAP
Connection Status Access Data Missing / Connection Open

[Show All System Data](#)
[Maintain Access Data](#)
[Maintain Service Connection](#)

Business Impact

Create a new Business Impact (optional)

Business Impact History

29.01.2015 - 14:24:23 CET - by A.W. Gijzen
 Pending GoingLive or Upgrade Is at Risk Yes
 GoingLive/Upgrade Date 21.02.2015
 Core business processes are affected and are at serious risk Yes
 Number of Affected Users 1000
 Is there a workaround? No

 Description of Business Processes with Business Impact:
 Hi Oss Team, We have upgraded from SRM EHP2 SPS08 to SRM EHP3 SPS06. We are unable to see the organization display after EHP3 upgrade. This is affecting our UAT and delaying Go-live. Please look into this with priority.

Connection open

With [Semi Automatic Opening](#) you can enable SAP to open service connections to your systems independently - at any time and without customer interaction.

Access data missing - analysis might be affected; please maintain access data to the system(s) for immediate system access. Make sure to maintain the [Contact Persons](#) section below!

Problem Details: Display Organization structure

Communication

Info to SAP



24.02.2015 - 11:01:42 CET - by SAP

Dear Arunk,

thanks for the good news.
 I'm glad to hear that after Kernel upgrade to PL 38
 your issue has been resolved in the development environment.

I'm changing this incident back to "Customer Action" for the time being. According to SAP Note #1929454 it will be closed automatically only after 21 days (probably on the 17th March).

Best Regards,
Zsombor Kulcsár

Dear Customer,

Now it's time to make use of our new SAP Solution Manager 7.1 course offerings to gain the skills and experience in Run SAP, Root Cause Analysis, Change Control Management, Test Management, Business Process Integration and Automation, Technical Monitoring, Data Volume Management, Technical Upgrade Management and Custom Code Management to run your SAP Solution like never before.

Are you interested in learning more about Run SAP, End-to-End Solution Operations and how you can manage your SAP Solutions more efficiently? Learn more about [Run SAP, End-to-End Trainings](#).

(This is an automatic message reply. A separate response to your specific request will be forthcoming from a qualified SAP support consultant.)

23.02.2015 - 06:39:48 CET - by A.W. Gijzen

Hi Zsombor ,

Thanks. After Kernel upgrade to PL 38 our issue has been resolved in the development environment. We are planning to implement the same in the Quality and live systems on or before March 1st week. Please keep the ticket open until that time.

Thanks,
ArunK,
7829440441.

18.02.2015 - 13:17:32 CET - by SAP

Dear ArunK,

please read again SAP Note #19466 (Downloading SAP kernel patches) which I have mentioned to you yesterday.

This note contains the answer to your question:

"During a kernel update, you can also simply replace the dw.SAR package instead of the entire kernel package SAPEXE.SAR."

Thank you!
Best Regards,
Zsombor Kulcsár

18.02.2015 - 05:43:53 CET - by A.W. Gijzen

Hi Zsombor,

We could see only "DISP+WORK" with patch 38 is released & full kernel for patch 38 is yet released. Please confirm, if we can upgrade the "DISP+WORK" alone to patch 38 or you will release latest PL 38 soon...? We are ready to upgrade and awaiting your information.

Thanks,
ArunK,
7829440441.

17.02.2015 - 17:37:17 CET - by A.W. Gijzen

Hi Zsombor,

Our Basis consultant tried to download the latest patch PL 38 but it seems this is not yet released in the market place. Please advise how to proceed now...? PFA document...

Thanks,
ArunK,
7829440441.

17.02.2015 - 13:46:40 CET - by SAP

Hi ArunK,

according to the latest attachments you have updated the Kernel from PL17 to PL28 in the system ED1.

But many SearchHelp and popup related fixes has been delivered in higher Kernel Patches.

For example:

#2103755 - its: default button in SearchHelp dialog -> This fix was delivered in PL 31.

#2117610 - its: fixed popup after SearchHelp -> This fix was delivered in PL 35.

Latest patch for kernel release 742 is PL 38.

Please contact your basis team again.

I'm really sorry for the misunderstanding,

but I would still recommend to use the most recent disp+work package

Please find it on SWDC as follows:

<https://support.sap.com/software/patches/a-z-index.html>

-> K

-> Choose SAP KERNEL BIT-version

-> SAP KERNEL 7.42

-> Platform

-> #Database independent

Please also have a look at SAP note #19466.

Best Regards,
Zsombor Kultsár

17.02.2015 - 12:50:13 CET - by A.W. Gijzen

This time attachmets are there.

17.02.2015 - 12:48:43 CET - by A.W. Gijzen

Hi Zsombor,

Please find the attached traces. FYI Link1 & 2 are shown below...

Link1: http://alkn1651.d30.intra:8000/sap/bc/gui/sap/its/webgui?%7Etransaction=Z_DISP_ORGPLAN "

Link2:
http://alkn1651.d30.intra:8000/sap/bc/gui/sap/its/webgui?sap-client=100&sap-ie=EmulateIE8&sap-language=EN&sap-theme=sap_signature&%7Edisconnectonclose=0&%7Etransaction=Z_DISP_ORGPLAN ".

Please let me know if you need any more details to check further.

Thanks,
ArunK,
7829440441.

17.02.2015 - 12:15:00 CET - by SAP

Dear Arun K,

thanks for the update.

Could you please let me now if you are facing any JavaScript errors in the browser when reproducing this issue?

(Usually a yellow triangle appears with an exclamationmark in the bottom left corner of the browser when JS-error occurs.

I couldn't figure it out by myself, because the bottom of the attached screenshots were cropped.)

Could you please create two HttpWatch traces about the steps you have shown in your latest attachment ("Diaply_Organization_Issue1.docx")?

Please trace both URLs separately:

"
http://alkn1651.d30.intra:8000/sap/bc/gui/sap/its/webgui?%7Etransaction=Z_DISP_ORGPLAN "
and

"
http://alkn1651.d30.intra:8000/sap/bc/gui/sap/its/webgui?sap-client=100&sap-ie=EmulateIE8&sap-language=EN&sap-theme=sap_signature&%7Edisconnectonclose=0&%7Etransaction=Z_DISP_ORGPLAN ".

Thanks in advance for your kind efforts in advance!

Best Regards,
Zsombor Kultsár

17.02.2015 - 07:11:47 CET - by A.W. Gijzen

Hi Zsombor,

Could you advise some status on this...?

Thanks,
ArunK,
7829440441.

16.02.2015 - 05:34:59 CET - by A.W. Gijzen

Hi Zsombor,

We have upgraded to latest patch as per you advise. Later tested the behaviour which is not working as expected. Also, we have tested the link suggested below out of which the below link is working but other link is not working.

http://alkn1651.d30.intra:8000/sap/bc/gui/sap/its/webgui?%7Etransaction=Z_DISP_ORGPLAN "

Also, we have tested vai ED1 portal for display organization but that one also not working.

Please find the attached document for 2 different links testing.

Thanks,
ArunK,
7829440441.

12.02.2015 - 17:49:56 CET - by SAP

Dear Arun K,

thanks for the additional information.

Please revert back after the weekend once the kernel patch has been implemented

and the initial issue persists.

Please test this issue using the URLs I have sent you on the 6th February.

Best Regards,
Zsombor Kultsár

11.02.2015 - 17:59:57 CET - by A.W. Gijzen

Hi Zsombor,

We are planning to upgrade the Kernel patch during this weekend. We will test once kernel patch upgraded and let you know the status. Please keep the ticket on hold .

Thanks,
ArunK,
7829440441.

11.02.2015 - 15:31:13 CET - by SAP

Dear Arun K,

thanks for the update.
For the time being I'm changing the status of this incident to "Customer Action".

Best Regards,
Zsombor Kultsár

09.02.2015 - 10:05:46 CET - by A.W. Gijzen

Hi Zsombor ,

We have asked our basis team. Will revert to you based on their response.
Thanks,
Arun K,
7829440441,
arun.kumar.kota@accenture.com

06.02.2015 - 16:03:54 CET - by SAP

Dear Arun K,

thanks for the attached traces.
After analysing these traces, I would suggest you to apply the latest Kernel Patch in the system ED1 and test again.
Your current Kernel Patch is very old (PL17), and many SearchHelp and popup related fixes has been delivered since that time.
For example:
#2103755 - its: default button in SearchHelp dialog -> PL31
#2117610 - its: fixed popup after SearchHelp -> PL 35

You will find the most recent disp+work package on SWDC as follows:

<https://support.sap.com/software/patches/a-z-index.html>

-> K
-> Choose SAP KERNEL BIT-version
-> SAP KERNEL 7.42
-> Platform
-> #Database independent

Please also have a look at SAP note #19466.

If the problem still persists, please let me know
if you are also facing the same issue when calling your self developed transaction "Z_DISP_ORGPLAN"
via SICF service webgui directly (not via NWBC).
You can test it with this URL:

"
http://alkn1651.d30.intra:8000/sap/bc/gui/sap/its/webgui?%7Etransaction=Z_DISP_ORGPLAN "

and

"
http://alkn1651.d30.intra:8000/sap/bc/gui/sap/its/webgui?sap-client=100&sap-ie=EmulateIE8&sap-language=EN&sap-theme=sap_signature&%7Edisconnectonclose=0&%7Etransaction=Z_DISP_ORGPLAN ".

Best Regards,
Zsombor Kultsár

06.02.2015 - 06:39:09 CET - by A.W. Gijzen

Hi Zsombor ,

Could you advise some status on this...? This is our third followup message. Please consider with high priority.

Thanks,
Arun K,
7829440441,
arun.kumar.kota@accenture.com

05.02.2015 - 08:32:50 CET - by A.W. Gijzen

04.02.2015 - 11:25:53 CET - by A.W. Gijzen
Hi Zsombor ,

Could you advise some status on this...?

Thanks,
Arun K,
7829440441,
arun.kumar.kota@accenture.com

04.02.2015 - 11:25:53 CET - by A.W. Gijzen

Hi Zsombor ,

Could you advise some status on this...?

Thanks,
Arun K,
7829440441,
arun.kumar.kota@accenture.com

02.02.2015 - 12:14:06 CET - by A.W. Gijzen

Hi Zsombor ,

Could you check th attached trace files for more details.I have created these trace files with the same user details mentioned in the message.Hope this helps to check further.Please work on this with high priority cause our UAT started and this is affecting a lot.

Thanks,
Arun K,
7829440441,
arun.kumar.kota@accenture.com

30.01.2015 - 17:31:03 CET - by SAP

Dear Arun K,

I would like to inform you that your incident has been forwarded from the component SRM-EBP-ADM-ORG to the component BC-FES-WGU. In order to analyse this issue from BC-FES-WGU point of view, I would like to ask you to create two HTTPWatch traces, so I can compare them:
1. One trace from the system ES1 (EHP2) where popup is coming, and
2. another trace from ED1 (EHP3) where no popup is coming.
Please follow step 4. (HTTPWatch) of SAP Note #1883689 (Possible trace types for analysing NWBC issues)
or SAP Note #1816543 (How to create HttpWatch trace to troubleshoot ITS related problem).

Best Regards,
Zsombor Kulcsár

29.01.2015 - 15:23:57 CET - by SAP

Dear Arun K,

I have forwarded your incident to the SAP GUI for HTML component. One of my colleagues will process your incident further and update you as soon as possible.

Best Regards,
Mátyás Németh
SAP Active Global Support

29.01.2015 - 14:31:28 CET - by A.W. Gijzen

Hi Oss Team,

We have upgraded from SRM EHP2 SPS08 to SRM EHP3 SPS06.Under display purchase organization to enter search criteria no popup is coming after EHP3 upgrade. We could see the Pop ups in the EHP2 without any issue.Please find the attached document for more details.

ES1 (EHP2) - Details

Portal: <http://alkn1651.d30.intra:8001/nwbc/?sap-client=100&sap-language=EN&sap-nwbc-node=root>

User id: MEIJERM1 and Pwd: Hellohi@12

ED1 (EHP3) - Details

Portal: <http://alkn1651.d30.intra:8000/sap/bc/nwbc/?sap-client=100&sap-language=EN&sap-nwbc-node=root>

User id: DELHAASG and Pwd: Hihello@12

Both system connections are opened.

Please check and let us know if there are any issues.

Thanks,
Arun K,
7829440441,
arun.kumar.kota@accenture.com

SAP Notes				
SAP Notes which have been implemented to resolve the issue				
Please fill out the following table with SAP Note numbers you have implemented to resolve the problem and give a short description of the result.				
Note number	Not relevant	Implemented and still in systems	Implemented but removed afterwards	Comment

Contacts & Notifications

	Name	Phone Number	Mobile Telephone	E-Mail	Notification	
Reporter	A.W. Gijzen	+31 26 366 2595	+31 6 51277291	arthur.gijzen@akzonobel.com	By SMS	By e-mail
Opening System						
Other					By SMS	By e-mail
Other					By SMS	By e-mail
Other					By SMS	By e-mail

SAP Notes

0000019466 [Downloading SAP kernel patches](#)

0001816543 [How to create HttpWatch trace to troubleshoot ITS related problem](#)

0001883689 [Possible trace types for analysing NWBC issues](#)

0002103755 [its: default button in SearchHelp dialog](#)

0002117610 [its: fixed popup after SearchHelp](#)

0002120641 [its: fixed SearchHelp buttons FIND, COPY, PRINT and CLOSE](#)

Attachments

Enter unique file description		Choose file	No file chosen	Upload	
Description	File Name	Created from	Date	Time	-
Display Organization Issue	Diaply_Organization_Issue.docx	A.W. Gijzen	29.01.2015	14:22	
ED1 Http Trace	ED1_HTTP_Trace_Org_Display.hwl	A.W. Gijzen	02.02.2015	12:12	
ES1 Http Trace	ES1_HTTP_Trace_Org_Display.hwl	A.W. Gijzen	02.02.2015	12:13	
Display Organization Issue2	Diaply_Organization_Issue1.docx	A.W. Gijzen	16.02.2015	05:34	
Link1	Link1_Trace.hwl	A.W. Gijzen	17.02.2015	12:49	
Link2	Link2_Trace.hwl	A.W. Gijzen	17.02.2015	12:49	
PL 38	PL_38.docx	A.W. Gijzen	17.02.2015	17:36	